

Letter from customer to StrombergBrand

From: Marion Griffin [mailto:marion.griffin@nadel.com]

Sent: Thursday, March 08, 2007 11:29 AM

To: allae

Subject: AWESOME Vendor: Stromberg

Importance: High

Please consider Stromberg (Hudson Valley) for your umbrellas. I have an order with them for about 2,675 umbrellas. They were being done in China, and were shipping in increments, because of the different event dates.

700 umbrellas due for my 3-9-07 event are stuck in customs. Stromberg (Nancy and Helen), called and suggested , THIS MORNING, that they print 700 red/white umbrellas that they have in stock for my customer at NO Charge with delivery on TOMORROW. They will STILL deliver the 700 when they are released from customs.

This is customer service to the ULTIMATE degree! If you are not already using them, PLEASE use them.

Nancy in customer service is FANTASTIC, and Helen, the owner is also phenomenal!

Remember Stromberg!! Thanks guys!!

Thanks,

Marion Griffin
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